



SUCCESS STORY

« PROCESS OPTIMIZATION WITH DATA-DRIVEN DATA ANALYSIS – PROCESS MINING »

- »Consolidation of processes from CRM, ERP and MES
- »Process analysis of customer order processing
- »Lowering process costs and reducing throughput times

Initial Situation

The medium-sized company produces machine tools with a high export share. With almost 1,000 employees and locations in France, Poland, India, Korea, China and the USA, the company is a so-called hidden champion in its field.

The company's processes are initiated with the customer orders and usually begin in the Microsoft CRM system, in which trade fair discussions and other preludes to the B2B customer relationship are recorded. Only specific customer orders are recorded in the ERP system and sub-structured as a construction order in the company's MES.

The digital process changes between the systems make it difficult to identify weaknesses in the order processing processes.

Actions - Methodology and Technology

The processes of customer order processing were made transparent with Process Mining and analyzed. The following project steps were carried out for this purpose:

1. Installation of an analysis database based for the storage, consolidation and analysis of the data tables and for the generation of the event logs (process protocols).
2. Data engineering for generating the event logs. The data traces from the IT systems (CRM, ERP and MES) were linked to one another via the order numbers.
3. Creation of the process visualizations and analysis of the processes in terms of performance, waiting times, loops and duplicate work.

Successes and Results

The company was enabled to link sales and order processing processes across multiple IT systems and departments and to map them transparently. The actual actual processes could be examined with regard to their performance, throughput times and the occurrence of anomalies such as unnecessary waiting times, process loops and process interruptions.

By introducing measures, which in particular reduced duplication of work in the construction of individual customer orders, process costs in the high single-digit range could be saved. The processing times can also be better monitored and predicted. In addition, it is now possible to recognize conspicuous processes at an early stage and to react to them.

What this means for you

Process mining is an analysis method that is ideal for creating data and process transparency. The analyzes associated with process mining create a high level of added value for process audits at the operational level as well as for the identification of potential for process optimization.

Are you generally interested in the possibilities of setting up an analysis database or data-driven process analysis? Would you like to discuss an individual problem with us? Visit us at www.datanomiq.io or send us an email to info@datanomiq.de.



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